

Health Insurance Counseling and Advocacy (HICAP) Aggregate Report

Program: PSA 11 - HICAP Services of Northern California

From: 07/01/2010 To: 06/30/2011

Public and Media Data Report

	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	TOTAL
Type of Activity					
Interactive Presentations to Public in Person					
Total Number of Events	6	2	5	0	13
Estimated Number of Attendees	200	45	191	0	436
Estimated Number of Persons Provided Enrollment Assistance	0	0	0	0	0
Booths or Exhibits at Fairs or Special Events					
Total Number of Events	1	0	0	0	1
Estimated Number of Attendees	5,000	0	0	0	5,000
Estimated Number of Persons Provided Enrollment Assistance	0	0	0	0	0
Mobile InfoVan Events					
Total Number of Events	0	0	0	0	0
Estimated Number of Attendees	0	0	0	0	0
Estimated Number of Persons Provided Enrollment Assistance	0	0	0	0	0
Dedicated Enrollment Events					
Total Number of Events	0	4	0	0	4
Estimated Number of Attendees	0	192	0	0	192
Estimated Number of Persons Received Any Enrollment Assistance	0	180	0	0	180
Enrollment Assistance with Medicare Programs(s)	0	15	0	0	15
Enrollment Assistance with Part D	0	150	0	0	150
Enrollment Assistance with LIS	0	15	0	0	15
Enrollment Assistance MSP	0	0	0	0	0
Enrollment Assistance with Other Medicare Program	0	0	0	0	0
Radio Shows Live or Taped (Not a Public Service Announcement)					
Total Number of Events	0	0	0	0	0
Estimated Number of Attendees	0	0	0	0	0
TV/Cable Shows Live or Taped (Not a Public Service Announcement)					
Total Number of Events	0	0	0	0	0
Estimated Number of Attendees	0	0	0	0	0
Other Electronic Events (Public Service Announcements (Radio/TV), Ads, Crawls, etc.)					
Total Number of Activities	0	0	0	0	0
Estimated Number of Persons Reached	0	0	0	0	0

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Other Print Activity (newspaper articles, fliers, phamplets, etc.)					
Total Number of Print Activities	0	0	0	0	0
Estimated Number of Targeted Persons Reached	0	0	0	0	0
Presenters					
HICAP Paid Staff					
Total Presenters	1	4	6	0	11
Total Hours for Length of Activities	3.00	45.00	16.50	0.00	64.50
HICAP In-Kind Paid Staff					
Total Presenters	0	0	0	0	0
Total Hours for Length of Activities	0.00	0.00	0.00	0.00	0.00
HICAP Volunteer Staff					
Total Presenters	0	0	0	0	0
Total Hours for Length of Activities	0.00	0.00	0.00	0.00	0.00
Other Presenters					
Total Presenters	0	0	0	0	0
Total Hours for Length of Activities	0.00	0.00	0.00	0.00	0.00
Area of Focus					
Dual Eligible with Mental Illness	2	6	1		4
Employer Termination - COBRA	1	1	2	0	0
General HICAP Information	0	0	0	0	0
Grievances / Appeals - Plan Issues	7	5	5	0	17
Long-Term Care / Insurance	2	2	0	0	4
Low Income Subsidy (LIS) / Application Assistance	0	3	0	0	3
Medicare (Parts A & B)	8	6	6	0	20
Medicare Advantage (Part C)	8	5	6	0	19
Medicare Fraud / Abuse	8	5	5	0	18
Medicare Prescription Drug Coverage (Part D)	8	6	6	0	20
Medigap / Medicare Supplements	7	5	5	0	17
Non-Medicare Fraud/Abuse	0	1	0	0	1
Other Topics / Issues (Health Specific)	0	0	0	0	0

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	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
Partnership Recruitment	0	0	0	0	0
Preventive Care Benefits	1	3	1	0	5
QMB/SLMB/QI	1	2	5	0	8
Volunteer Recruitment	0	0	1	0	1
Targeted Audience					
African American	5	6	4	0	15
American Indian or Naitave Alaskan	1	4	0	0	5
Asian Indian	0	0	0	0	0
Caucasian	6	6	5	0	17
Chinese	0	0	0	0	0
Disabled	4	6	2	0	12
Dual Eligible Groups	0	1	2	0	3
Employer Related Groups	2	0	0	0	2
Family Member/Caregiver of Beneficiary	3	4	1	0	8
Filipino	0	0	1	0	1
Guamanian or Chamorro	0	0	0	0	0
Hispanic / Latino	5	5	3	0	13
Hmong	0	0	0	0	0
Japanese	0	0	0	0	0
Korean	0	0	0	0	0
Low Income	5	6	5	0	16
Medicare Beneficiaries	3	5	3	0	11
Medicare Pre-Enrollees	0	0	3	0	3
Mental Health	1	4	0	0	5
Mental Health Professionals	0	0	0	0	0
Native Hawaiian	0	0	0	0	0
Other	0	0	0	0	0
Other Asian	6	6	1	0	13
Other Pacific Islander	0	2	0	0	2
Partnership Outreach	0	0	0	0	0
Presentations to Groups in Language Other than English	3	5	0	0	8
Rural	4	6	3	0	13
Samoan	0	0	0	0	0
Socail Work Professionals	0	0	0	0	0
Some Other Race or Ethnicity	0	0	0	0	0
Vietnamese	0	0	0	0	0

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	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	
	Q1	Q2	Q3	Q4	TOTAL
Web Site Hits					
Total Web Hits to Local HICAP Web Site	143	177	186	177	683
Literature from Events					
General HICAP Brochure	368	230	167	0	765
"Taking Care of Tomorrow"	0	0	0	0	0
Other Publications (Created by or on Behalf of Local HICAP)	18	50	22	0	90
Other Literature					
Other Literature	0	0	0	0	0
Brochures from Quick Call	1	0	0	0	1

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Client Contacts & Demographics

	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	TOTAL
SECTION 1 - Client Contacts					
Total Clients Counseled (unduplicated)	82	120	66	75	343
Total Finalized Intakes	78	117	37	70	302
How did client learn about SHIP/HICAP?					
Agency (Social Security, Medi-Cal, etc.)	34	62	16	26	138
Aging into Medicare Postacd - CDA HICAP	0	0	1	4	5
CDA HICAP	2	1	0	1	4
CHA	0	0	0	0	0
CMS/Medicare	11	4	4	4	23
Friend/Relative	9	9	5	7	30
InfoVan	0	0	0	0	0
Internet	0	1	1	0	2
Mailings	0	0	0	1	1
Media	0	4	1	5	10
Other	12	19	2	9	42
Presentations	3	9	0	1	13
Previous Contacts	0	0	3	2	5
State Website	0	0	0	0	0
Missing/Not Collected	7	8	4	10	29
Mode of Client Contact					
Quick Call Contacts	5	2	29	5	41
Contacts by Telephone	48	39	61	20	168
Contacts In Person at home	0	0	0	1	1
Contacts In Person at site	76	116	24	67	283
Contacts by E-Mail	45	49	16	20	130
Contacts by Mail/Fax	0	0	4	3	7
Total Number of Client Contacts:	174	206	134	116	630
Contact Status Types					
General info	1	0	25	65	91
Detailed Assistance	4	0	37	46	87
Problem Solving/Resolution	6	1	45	22	74
Total Counseling Time Spent by Counselor Type					
Program Manager	0.00	0.00	0.00	0.00	0.00
Volunteer	56.23	102.30	47.05	89.44	295.02
Paid	48.50	49.00	34.20	10.27	141.97
In-Kind	0.00	0.00	0.00	0.00	0.00
SECTION 2 - Client Demographics					
Ethnicity					
(Hispanic/Latino)	16	19	3	6	44
Race					
African American/Black	4	1	0	3	8

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Client Contacts & Demographics

	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
American Indian/Alaskan Native	0	2	0	0	2
Caucasian/White	37	74	29	49	189
Native Hawaiian	0	0	0	0	0
Guamanian or Chamoro	0	0	0	0	0
Samoan	0	0	0	0	0
Asian Indian	0	1	0	1	2
Chinese	0	0	0	1	1
Filipino	5	3	1	0	9
Japanese	2	0	0	1	3
Hmong	0	0	0	0	0
Korean	0	0	0	0	0
Vietnamese	1	0	0	2	3
Other Pacific Islander	0	2	0	0	2
Other Asian	0	1	1	0	2
Two or More Race	2	1	0	0	3
Some Other race	6	5	1	3	15
Not Collected	21	27	5	10	63
Gender					
Female	38	62	27	46	173
Male	37	51	10	24	122
Not Collected	3	4	0	0	7
Monthly Income					
Less than 150% of FPL	28	22	18	16	84
Equal To/Greater than 150% of FPL	42	74	17	41	174
Not collected	8	21	2	13	44
Client Asset Limits					
Below LIS Asset limit	0	0	2	2	4
At or Above LIS Asset Limit	0	0	1	0	1
Not Collected	78	117	34	68	297

From: 07/01/2010 To: 06/30/2011

Client Contacts & Demographics

	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	TOTAL
Total Clients that Checked Yes as Being					
Veteran	2	7	1	2	12
Limited English Proficient (LEP)	1	3	3	2	9
Dual Eligible	18	14	9	10	51
Medicare Status Due to Disability	12	24	7	9	52
Dual Eligible due to Mental Disability	0	0	1	0	1
Applying/Receiving Social Security/Medicare Disability	0	0	4	8	12
Age					
Under 60	10	10	5	8	33
60-64	2	9	0	13	24
65-74	49	54	17	30	150
75-84	12	25	10	11	58
85+	3	17	4	4	28
Not Collected	2	2	1	4	9
Marital Status					
Married	41	58	7	31	137
Never Married	6	13	5	7	31
Separated	0	0	0	0	0
Divorced	14	15	7	11	47
Widowed	15	22	17	17	71
Domestic Partner	0	0	0	0	0
Not Collected	2	9	1	4	16
Estimated Financial Saving					
Clients with Financial Savings	6	10	8	14	38
Estimated Dollars Saved	\$27,849.60	\$15,848.40	\$36,621.63	\$20,031.00	\$100,350.63

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Topics/Needs Discussed					
	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
Medicare Parts A&B (Original Medicare)					
Enrollment/Eligibility/Screening	27	24	19	25	95
Benefit Comparisons/Explanation/Coverge Changes	21	29	10	35	95
Appeals/Grievances	2	0	3	1	6
Billings/Claims	7	1	4	7	19
Fraud/Abuse	0	0	0	0	0
Quality of Care	0	0	1	1	2
LTC/LTCI					
Enrollment/Eligibility Assistance	1	3	0	1	5
Billings/Claims	0	0	0	0	0
LTC Partnership	0	0	0	0	0
Appeal/Greivances	0	0	0	0	0
Fraud/Abuse	0	0	0	0	0
Other LTC	0	0	0	1	1
Medigap/Supplement/SELECT					
Enrollment/Eligibility/Screening	29	38	15	28	110
Benefit Explanation	28	40	15	38	121
Appeals/Grievances	1	0	2	0	3
Billings/Claims	2	2	3	5	12
Fraud/Abuse	0	0	0	0	0
Disenrollment/Coverage Changes	0	2	3	2	7
Quality of Care	0	0	1	1	2
Plan Comparison	0	0	6	13	19
Marketing/Sales Complaints/Issues	0	0	0	0	0
Plan Non Renewal	0	0	0	0	0
Medicare Advantage (e.g., MSA, HMO, PPO, Specialty Plans)					
Eligibility/Screening	23	54	11	19	107
Benefit Explanation	27	52	15	33	127
Appeals/Grievances	1	1	1	0	3
Billings/Claims	4	3	3	2	12
Fraud/Abuse	0	1	0	0	1
Coverage Changes/Disenrollment	2	2	4	0	8
Plan Non Renewal	0	3	0	0	3
Plan Comparison	0	0	6	11	17
Enrollment/Enrollment Asistance	0	0	0	1	1
Quality of Care	0	0	0	0	0
Marketing/Sales Complaints or Issues	0	0	0	0	0
Medi-Cal					
Medi-Cal Screening (SSI, Nursing Home)	2	2	5	2	11
Medi-Cal Application Assistance	0	0	3	6	9

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	Topics/Needs Discussed				TOTAL
	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	
MSP Screening (QMB, SLMB, Q-1)	6	3	4	13	26
MSP Application Assistance	0	0	3	5	8
Medi-Cal/QMB Claims	0	0	0	1	1
Fraud/Abuse	0	0	0	0	0
Other	16	15	7	5	43
Other					
Employer/Federal Health Benefits (FEHB)	6	7	2	5	20
Military Benefits	0	1	1	2	4
COBRA	1	1	0	1	3
Mental Health Topics	0	0	0	1	1
Fraud/Abuse	0	0	0	0	0
Other Health Insurance	0	0	2	2	4
Other	3	2	1	2	8
Part D - Medicare Prescription Drug Coverage					
Benefit Explanation	0	0	9	41	50
Eligibility/Screening	38	50	13	27	128
Plan Comparison	36	67	12	23	138
Enrollment/Anrollment Assistance	6	9	4	6	25
Billings/Claims	0	0	2	0	2
Coverage Changes	0	4	2	1	7
Re-enrollment	1	0	0	0	1
Disenrollment	0	1	1	1	3
TROOP	0	0	0	0	0
Other	0	0	0	0	0
LIS / Extra Help					
Eligibility / Screening	17	35	17	18	87
Benefit Explanation	0	0	14	13	27
Application Assistance	5	5	7	3	20
Claims/Billings	0	0	0	0	0
Appeals / Grievances	0	0	0	0	0
Other Prescription Drug CoveragePlans					
Union/employer	2	1	2	3	8
PPARx	0	0	0	0	0
Military Drug Benefit	0	0	0	1	1
Manufacturer Program	1	1	0	0	2
Other	0	0	0	0	0
Part D Plan Problems					
(Non-Compliance Services Unmet)					
Eligibility	0	0	0	3	3
Lag Time	0	0	0	0	0
Multiple Enrollment	0	0	0	0	0
Poor Training of Agents	0	0	1	0	1
Poor Training of CSR	0	0	0	0	0

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	Topics/Needs Discussed				
	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
Fraud/Abuse	0	0	0	0	0
Marketing Fraud/Abuse	0	0	0	0	0
Agent fraud/abuse	0	0	0	0	0
Formulary problems/changes	1	0	1	0	2
Dosage problem	0	0	0	0	0
Data problems	0	0	0	0	0
Delay in medications	0	0	0	0	0
Incorrect Co-Pay/Can't Afford Co-Pay	0	0	1	0	1
Client reached donut hole	1	3	0	0	4
SSA Premium withheld	0	1	0	0	1
Appeals/Grievances	0	0	0	0	0
Quality of Care	0	0	0	0	0
Plan Non Renewal	0	0	0	0	0
HICAP Legal Services					
Referrals to HICAP Legal	0	0	0	1	1
Legal Clients Served	4	5	5	0	14
Cases Opened	6	4	7	2	19
Cases Closed	7	3	8	9	27
Favorable Closed Case Results	1	0	3	1	5
Client Representation Hours	0	0	0	0	0
Consultation to Program Hours	23	7	18	12	60
HICAP Legal Clients that Saved	1	0	3	1	5
Estimated Financial Savings	\$593.00	\$0.00	\$10,670.00	\$1,367.00	\$12,630.00

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Complaints Filed

	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	
	Q1	Q2	Q3	Q4	TOTAL
Medicare Part D Complaints Filed					
CDI:	0	0	0	0	0
CMS:	0	0	0	0	0
Part D Plan:	0	0	0	0	0
SMP:	0	0	0	0	0
Urgent Fax:	0	0	0	0	0
800 Medicare:	0	0	0	0	0
Other:	0	0	0	1	1
TOTAL MEDICARE PART D COMPLAINTS	0	0	0	1	1
All Other Complaints					
APS :	0	0	0	0	0
CDI:	0	0	0	0	0
CMS:	0	0	0	0	0
QIO:	0	0	0	0	0
SMP:	0	0	0	0	0
Other:	0	0	0	0	0
TOTAL ALL OTHER COMPLAINTS	0	0	0	0	0
800 Medicare Line Issues					
Total number of Calls with Issues	6	9	9	5	29
Total duration of calls	0.43	1.10	1.03	1.05	3.61